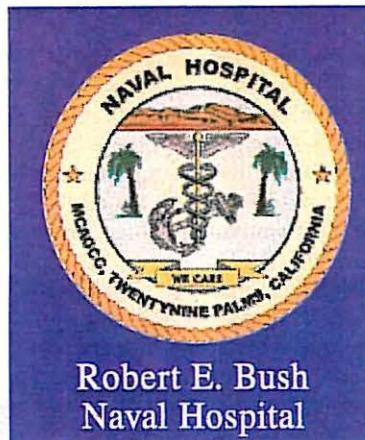
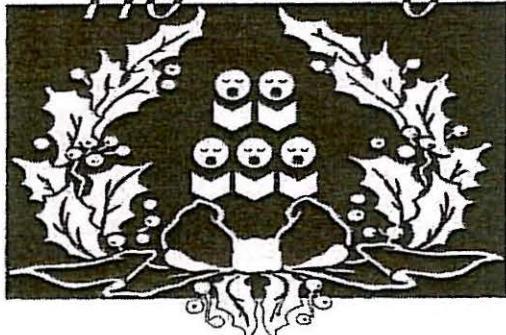


*Happy Holidays!*



For the State of the  
Command and the  
new  
FY09  
Strategic Goals  
see pages 2 & 3



## Inside...

The high point of the year for Health Promotion and Wellness is that Naval Hospital Twentynine Palms was selected by Lockheed Martin as a Department of Defense (DoD) wide model tobacco education and cessation program. **page 2**

At your next doctor's appointment, your physician might ask you several questions about your health. This is because Naval Hospital Twentynine Palms is underway with a new campaign to improve cancer screening rates, asthma care, and diabetes care. **page 3**

Superstars **page 4**

The Officer, Sailors and Civilians of the Quarter for the period of July 1, through September 30, 2008 have been selected. **page 5**



A "moulaged" casualty is triaged during the recent earth quake drill held at the Marine Corps Air Ground Combat Center's hospital in conjunction with other agencies throughout the County of San Bernardino.

Sons from short-comings in our processes so we don't fail in our response during an actual event. Everyone did an outstanding job with Lieutenant Suzanne Decker leading the way as our Emergency Manager."

Participating exercises, such as this, will help the Robert E. Bush Naval Hospital be better prepared to respond to an actual disaster, should one occur.

Participation in this exercise also qualifies as a formal disaster drill with an influx of patients as defined by the Joint Commission that accredits hospitals, and meets the Health Resources and Services Administration (HRSA) and Centers for Disease Control and Prevention (CDC) grant requirements for exercises.

# THE EXAMINER

An Award Winning Publication

<http://www.med.navy.mil/sites/nhttp/pages/default.aspx>

## Naval Hospital Participates in State-Wide Disaster Drill

By Dan Barber, Public Affairs Officer  
Robert E. Bush Naval Hospital

Throughout the year, staff at the Robert E. Bush Naval Hospital participate in several types of drills so they can hone their skills to provide the best possible service to the patients they are charged to care for.

The Robert E. Bush Naval Hospital participated in the recent statewide earthquake preparedness drill to measure their response and effective use of resources with community partners.

Many hospitals, clinics, ambulance providers, public health and local governments across the state including Military Treatment Facilities such as this hospital voluntarily participated in the exercise. The public portion of the exercise was called the Great Southern California Shake Out and began with a Drop, Cover and Hold drill including evacuation of participating facilities and public areas. At no time was actual patient care interrupted or interfered with.

The government and emergency responder exercise was called Golden Guardian 2008. The goal of the Golden Guardian exercise was to better coordinate the activities of city, county, state, and federal governments, first responders, volunteer organizations and the public sector to respond to a catastrophic natural disaster. San Bernardino and various cities around the state exercised their disaster response plans, including mutual aid agreements with other counties and state and federal agencies. Both Shake Out and Golden Guardian were based on a simulated catastrophic 7.8 magnitude earthquake on the southern portion of the San Andreas Fault affecting seven southern California counties.

The Robert E. Bush saw an influx of five patients with simulated injuries ranging from broken bones to a closed head injury.

According to Captain Bruce Lavery, Executive of the Naval Hospital and Incident Commander for the drill, "The staff here at the hospital performed superbly. We used this drill to measure our effectiveness in performing in a crisis situation and to learn important les-

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# 2008 State of Health Promotion and Wellness

**By Martha Hunt, MA, CAMF**  
**Health Promotion & Wellness Coordinator**  
**Robert E. Bush Naval Hospital**

The high point of the year for Health Promotion and Wellness is that Naval Hospital Twentynine Palms was selected by Lockheed Martin as a Department of Defense (DoD) wide model tobacco education and cessation program.

There were four Navy, two Army and two Air Force Military Treatment Facilities selected to represent model tobacco control programs in the DoD. We were chosen for our patient centered interaction between the providers and HP's, our great success rate and our continuing outreach to the community.

Naval Hospital Twentynine

Palms Health Promotion and Wellness continues to sit on the Bureau of Medicine and Surgery (BUMED) Tobacco Control Action Team (TCAT). This year's main topics of discussion were the new Secretary of the Navy (SECNAV) tobacco instruction as well as continuing efforts to reach out to the entire Navy family from fleet to retirees. Regarding the new 2008 SECNAV tobacco instruction, this instruction uncoupled the meds from the class and made active duty Navy Medicine tobacco free while in uniform.

The Hospital's Health Promotion and Wellness reached

out to the community through presentations on Cybersafety at the Junior High school, a critter presentation Twentynine Palms library and distributing much needed senior health materials to the Twentynine Palms Senior Center.

Health Promotions developed a walk in stress management program that has since evolved into a program working in conjunction with the formal anger management program offered by Marine Corps Air Ground Combat Center (MCAGCC) Prevention and Education services. The stress/anger program offered by health promotions involves basic life skills enhancement, cognitive behav-

ioral skills and sleep hygiene among other issues.

Health Promotion and Wellness developed 46 different patient education displays for the patient education area of the hospital. Topics ranged from heart health to ATV safety and a myriad of topics in between. All displays were also forwarded to China Lake and Bridgeport. This frees their collateral duty person up of time and energy needed to design these displays and also offers them high quality displays for their patient areas.

Finally, Health Promotions launched the "no free lunch" series of articles for the Examiner to help educate our

population as to the Healthcare Effectiveness Data and Information Set (HEDIS) measures and how they effect them as the patient community. The introductory article explained the process of pay for performance based budgeting and how our MCAGCC community can help us to offer the best service possible. Further articles included asthma and diabetes control, colon and cervical cancer screening, breast cancer awareness, tobacco cessation, blood pressure and cholesterol awareness. This series of articles will continue into 2009 and will cover health issues that impact us all as a community.

## The Holidays are Here! Are You Prepared?

**By Martha Hunt, MA Health Promotions Coordinator**  
**Robert E. Bush Naval Hospital**

### *Here are some tips to help you cope with holiday stress!*

The holidays are meant to be times of quiet reflection and renewal for the New Year, however, society tells us that we must do more, be more, buy more and in general wear ourselves out over the holidays. We need to stand back and realize that we have the right to sane, balanced holidays. Once we do that, we will find that the holidays can be filled with love, joy and renewal.

Let's start with your Holiday Bill of Rights!

- \* You have the right to take care of yourself (diet, rest & exercise)
- \* You have the right to not be happy all the time.
- \* You have the right to be alone sometimes (down time).
- \* You have the right to turn down invitations to parties.
- \* You have the right to ask for help when feeling overwhelmed.
- \* You have the right to give gifts you can afford.
- \* You have the right to say no to extra drinks, food, tobacco, etc.
- \* You have the right to not ride with a drunk driver.
- \* You have the right to take away the keys if some one has had too much to drink.
- \* You have the right to be nice to people who are not handling holiday stress well.

Other ways of surviving the holidays include make a "To Do" list of what you want to see or do over the holidays. Then cut it in half. This way you will do what is really important and enjoy it more.

Let go of family traditions that are impossible to keep. The important part of the holiday is being with loved ones. Aunt Minnie shouldn't mind if you don't use her tablecloth on the dinner table so long as the spirit of the holiday is kept.

Make a budget and keep to it! Avoid shopping when you are tired, as you may get distracted and spend too much on impulse purchases. Also, draw names so that you are not buying gifts for the entire family.

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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# FY-09 Strategic Goals Set for Naval Hospital Twentynine Palms

## Deployment Readiness

Every Uniformed Member of Naval Hospital Twentynine Palms will be fully deployable based on successful achievement of all training, administrative, and medical readiness requirements.

1. Execute expeditionary training plan.
2. Complete periodic adminis-

trative deployment reviews.

3. Complete IMR using MRRS and NON-BSO 18.

## Effective Force Health Protection

Navy Medicine will promote healthy Naval Forces and ensure War fighters are medically prepared to meet their mission.

1. Capture and report all IMR data elements.

## People

Navy Medicine will maintain the right workforce to deliver medical capabilities across the full range of military operations through the appropriate mix of accession, retention, education, and training incentives.

Commit resources to attract, educate, and train Naval Hospital Twentynine Palms Staff to improve retention of Officers O-3/O-4's.

2. Establish integrated collaborative professional development for advancement of enlisted and decrease HYT.

3. Maximize civilian workforce opportunities for professional growth and retention.

## Quality of Care

Navy Medicine health services outcomes meet or exceed patient quality expectations. Our providers deliver the best and current practice complimented

by convenient access, lasting results, preventive health and mitigation of health risk.

1. Policies and practices are rooted in evidence.
2. Patient safety is maximized.
3. Services are patient and mission focused.

Manager anchored comprehensive support services.

4. Ensure Primary Care Manager anchored comprehensive support services.

## Performance-Based Budget

Performance-Based Budgeting transform Navy Medicine from historically based fiscal planning and execution into a process which links resources to performance goals. This properly aligns authority, accountability and financial responsibility with the delivery of quality, cost effective health care.

1. Resources are linked to business plan cost and efficiency strategies.

2. Resources are adjusted based on mission performance and quality delivery of health care.

## Goals Set for Patient Care by Hospital's Clinical Goals Team

**A**t your next doctor's appointment, your physician might ask you several questions about your health.

This is because Naval Hospital Twentynine Palms is underway with a new campaign to improve cancer screening rates, asthma care, and diabetes care.

*Continued on page 6*

## How Does My Voice Effect Health Care?

**H**ave you ever considered that you, as a patient, can have a major impact on the type and quality of care you receive at your Naval Hospital?

Every decision made by the leadership of the hospital is made with our patients in mind. Your feedback is the most important way to let us know how we are doing and how we can improve.

"The Monitor" is a Navy Medicine wide system that uses your input to report how well the hospital is both meeting your needs and providing good quality care. You may have recently received a letter in the mail following a visit to one of its clinics. That letter provided you with a questionnaire regarding the quality of care you received in that visit. It also included a postage paid envelope so that you could return the completed questionnaire to the hospital. For added conven-

*Continued on page 6*

## How the Naval Hospital Receives it's Funding for Care

**S**imilar to many civilian healthcare organizations, Navy Medicine has adopted a pay for performance model.

In the fall of 2008, the Bureau of Medicine and Surgery (BUMED) announced their Performance-Based Budget (PBB). In addition to the 'basic block of money' received from the Prospective Payment System (PPS, capitation system), additional funding is based on the hospital's ability to address Evidence-Based Health Care (EBHC) measures, Individual Medical Readiness (IMR) compliance, Bed Capacity staffing ratios, and Public Health programs. Unlike other incentive-only systems, performance on BUMED's PBB can either help or hurt the hospital's financial status. Unsustainable growth in healthcare spending without

*Continued on page 6*

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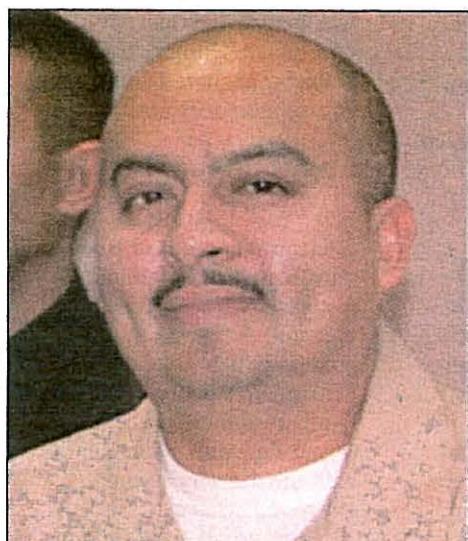
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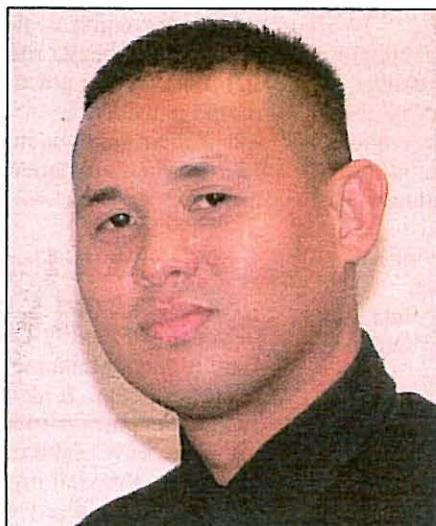
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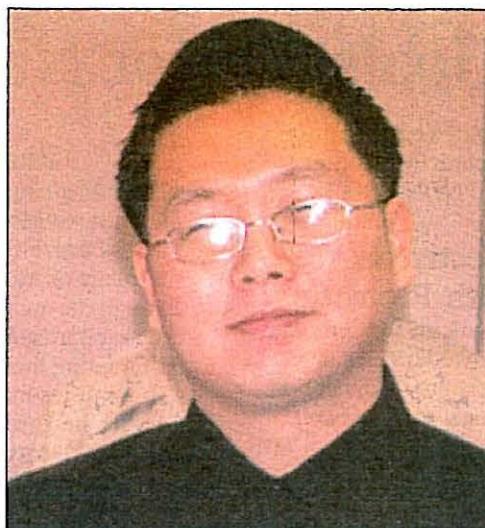
# Super Stars...



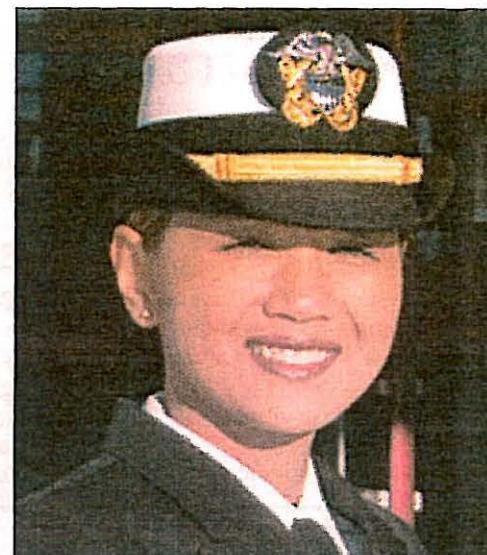
*CS1 Jose Amador, Combined Food Services, receives a Letter of Appreciation.*



*HM1 Warren Cabanlit, Laboratory, receives an Army Achievement Medal.*



*CS3 Yochi Kato, Combined Foods Services, receives a Letter of Appreciation.*



*Lt. Georgiana Miller, Family Practice Physician, receives a Navy and Marine Corps Achievement Medal.*



*Carolyn Basler, Central Files, receives the Federal Length of Service Award for 40 years of service.*



*HM1 Noel Chua, Laboratory Department receives a Navy and Marine Corps Achievement Medal.*



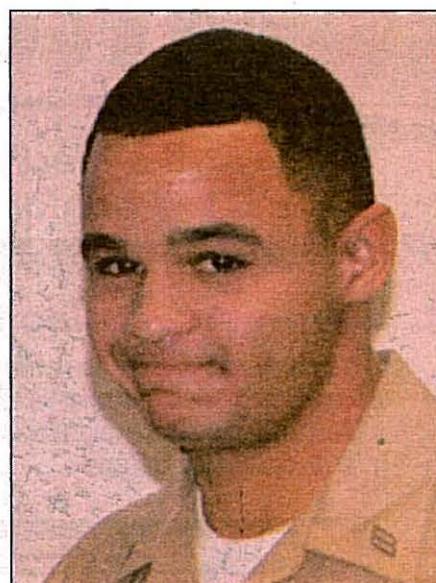
*Cmdr. Sharon Kingsberry, Medical Services Outpatient Business Manager, receives a Navy and Marine Corps Commendation Medal.*



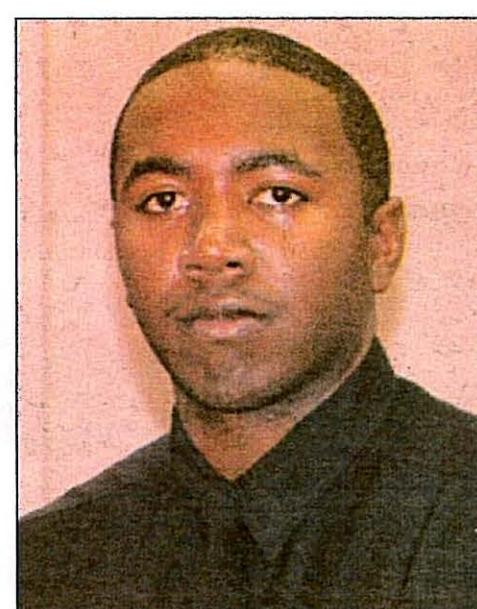
*Ensign Cherry Minksavage, Maternal Infant Nursing, receives a Navy and Marine Corps Achievement Medal.*



*HM3 Sarah Bremmer, formerly of the Emergency Medicine Department, receives a Navy and Marine Corps Commendation Medal.*



*HN Patrick Jackson, Adult Medical Care Clinic, gets his first Good Conduct Award.*



*CSSN Joseph Mazyck, Combined Foods Services, receives a Letter of Appreciation.*



*CS2 Lance Negaard, Combined Food Services, receives a Letter of Appreciation.*

# Naval Hospital Honors People of the Quarter

The Officer, Sailors and Civilians of the Quarter for the period of July 1, through September 30, 2008 have been selected.

Lieutenant Commander Steven Park, a physician in the Internal Medicine Clinic has been selected as the Officer of the Quarter.

His citation reads in part, "During this period, you demonstrated outstanding leadership which significantly impacted the command's mission accomplishment and led to your selection as Officer of the Quarter, Third



Quarter Calendar Year 2008. You provided superb direction to the Evidence Based Health Care Clinical Goal Team which improved the Breast Health Screening, Diabetes Management, Asthma Management, Colon and Cervical Cancer Screening compliance. The accomplishments of your Goal Team greatly influenced positive command financial credit in the Performance Based Budget methodology and clinically resulted in better care for our beneficiary population. Under your professional guidance and leadership by example, the Internal Medicine Clinic was recognized with the second most positive rating for Outstanding Customer service throughout Navy Medicine for the month of August 2008. For the third consecutive PRT cycle, you have directly served the Commanding Officer in the role of Medical screener for waiver packages for Naval Hospital Twenty-nine Palms, Branch Health Clinic China Lake, and Branch Medical Clinic Bridgeport showing integrity and fairness to the medical evaluation process."

Storekeeper First Class Kimberly Blain-Sweet, Materials Management Leading



Petty Officer has been selected as the Senior Sailor of the Quarter.

Her citation reads in part, "As Materials Management LPO, you implemented multiple turn-in and disposal procedures leading to the better accountability for 3,059 pieces of hospital equipment at a value of \$9.6 million. As a purchase card holder, you processed over 900 line item transactions valued at \$70K greatly enhancing the turn-over rate of required material to hospital customers greatly improving the readiness of the Command. You motivated your sailors to perform to the best of their ability, both as individuals and as a department. As a member of the Navy Ball committee, you greatly enhanced the event by ensuring that all who attended were well informed on the



strong pride and history of the Hospital Corps and that the ceremony went according to plan."

Mr. Timothy G. Smith, Lead Systems Management Server Engineer for the Information Management Department has been selected as the Senior Civilian of the Quarter.

His citation reads in part, "You significantly impacted the completion of 876 work tickets, a 230 increase compared to the total in 2007. You were assigned a three day Temporary Additional Duty to Branch Health Clinic China Lake in which you installed 15 new printers, renamed all assets to the new Navy Medicine naming convention, rectified all downed computers with re-images or repair, closed out 25 trouble tickets and conducted group education sessions. Upon your return to the core facility, you continued to provide for the Command's needs by spending over 100 hours in research and troubleshooting of the latest AHLTA upgrade. Over a period of two months, you identified a critical flaw in the installation program, contacted the Army programmer, and assisted him in recreating the successful upgrade program so the hospital could complete the upgrade before the deadline. Your expert time management enabled you to work with the TIMPO, NET-WARCOM and SPAWAR Mitigation Teams to implement critical Group Policy Objects that helped reduce the high, medium and low system vulnerabilities over 42 percent. These mitigation strategies have been essential in helping the Command to comply with higher authority standards and allow us to attain a difficult Accreditation and 'Authority to Operate' credential."

Hospital Corpsman Third Class Noemi Coler, Overseas Suitability Screening Coordinator in Patient Administration has been selected as the Junior Sailor of the Quarter.

Her citation reads in part, "You successfully processed over 40 overseas screening packages for Navy and Marine Corps service members and their family members within the Bureau of Medicine and Surgery allotted 90 days with 100 percent accuracy. You assisted in the processing of 96 birth certificates helping to lower the time for submission to San Bernardino

County from 10.57 days to 5.64 days. Your efforts as the Assistant Leading Petty Officer helped in 280 patient admissions to the Multi Service Ward and the Maternity Infant Nursing



Department as well as transferring 77 patients to a higher echelon of care. As the department IML you ensured the 100 percent compliance in submission of the new SAAR forms weeks ahead of schedule."

Ms. Dorothy McCartney Medical Clerk at the Branch Health Clinic Bridgeport, Calif., has been selected as the Junior Civilian of the Quarter.

Her citation reads in part, "Your performance as 'THE FACE' of Branch Medical Bridgeport and your willingness and devotion to your job has been noteworthy. Your strong focus on patient service coupled with your demonstrated reliability and compassion has been instrumental in the care of the

more than 200 active duty Marines and Sailors and the more than 500 family members and retirees. Your willingness to learn Tricare Benefits, Mail Order Pharmacy and to provide counseling makes you a model of patient advocacy. You spent numerous hours tracking and following up medical consults while establishing strong rapport with area civilian providers. You personally contacted unit personnel to complete Individual Medical Readiness requirements which contributed to an overall readiness of 84 percent and a dental readiness of 94 percent. Consistently going



the extra mile, you initiated a centralized appointment system which resulted in efficient scheduling of primary care and specialty care patients. You provided clinic admin coverage which allowed the active duty staff to conduct unit physical training, resulting in zero PRT failures."

*Continued on page 8*

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## Ombudsman Corner

### **TRICARE for Travel**

If you have plans to travel for the holidays, it is always a good idea to plan for emergencies.

Of course no one knows when an emergency will happen, but you can always educate yourself on proper medical procedure when it comes to getting care. So, just in case your child gets their finger stuck in that new toy or you have an allergic reaction to that Third slice of pie, knowing how to follow TRICARE procedure could save you time, money, and a whole lot of headache.

Following the listed courses of action will help make emergencies easier to deal with:

- \* Keep DEERS information current for all enrolled family

members

- \* Get routine care before you leave.
- \* If you plan to be out of the area for more than 60 days, you may consider transferring your Prime enrollment to your new region or disenrolling.
- Talk to your TRICARE representative to see the best option for you.
- \* In an emergency, call 911 or go to the nearest hospital emergency room.
- Emergency is considered to be a serious medical condition that threatens life, limb, or eyesight or if immediate medical treatment is needed to relieve pain or suffering.
- Notify your Primary Care Manager within 24 hours

-- Prior authorization is not required before receiving treatment. (including overseas care)

- \* For overseas emergency care, seek treatment immediately.

- Be prepared to pay upfront. You can file for reimbursement from TRICARE.

- Active Duty should try to contact TRICARE Global Remote Overseas Alarm Center when possible before seeking care or making payment.

- \* Only Emergency Dental Treatment is covered, routine dental care is not authorized while traveling.

- Get in touch with TRICARE to find a participating dentist in the area you are in.

- \* To receive Urgent Care, you must contact your Primary Care Manager before receiving care

for a referral.

- \* Filling prescriptions follows basically the same protocol.

- Any TRICARE pharmacy is authorized, must have military ID.

- You must pay upfront for

### **Effect Health Care...**

*Continued from page 3*

ience, the letter also included instructions on how to submit your survey online.

The answers to your survey are then compiled, analyzed and reported to our Commanding Officer and Board of Directors for further discussion. This survey, your comments received online through ICE, and by calling our Customer Relations office are the reason that we are able to improve our access to care and quality of services. The information gathered through Monitor will provide the tools for our leadership to make informed decisions for targeting quality improvement.

So next time you're visiting our clinic come visit the Customer Relations Office or fill out a Comment Card and let us know how we are doing. Also, please don't forget that the more you access routine health care here such as cancer screenings, etc the more money big Navy Medicine gives to us as a community and the more services in turn we can offer you.

*Continued on page 7*

## Clinical Goals...

*Continued from page 3*

Various other programs are also underway or soon to be implemented to help patients get the test and care that are needed.

Some questions you might be asked...are you up-to-date with your screenings for colon, breast, and cervical cancer? If you have diabetes, are you up-to-date with your lab testing? Is your diabetes under control? If you have asthma, are you on the right medications?

Hospital staff are also contacting patients due for testing by phone and mail.

In addition, patients seen in the primary care clinics will be asked to complete a short survey regarding cancer screening status.

For women needing assistance, a breast health nurse is available to facilitate mammogram ordering, and, a Diabetes Clinic, run by the Internal Medicine Department, is available to those patients needing extra assistance to gain control.

As of August 2008, of patients enrolled at Naval Hospital Twentynine Palms and Branch Health Clinic China Lake, 71 percent are up-to-date with breast cancer screening using mammograms, 81 percent with cervical cancer screening, and 55 percent with colon cancer screening using any of four approved methods.

Of enrolled patients with persistent asthma, 97 percent are using an appropriate controller medication. Of enrolled patients with diabetes mellitus, 92 percent are up-to-date with hemoglobin A1c testing, 81 percent have a hemoglobin A1c less than 9 percent, and 56 percent have a LDL-cholesterol less than 100.

These programs are underway or soon to be implemented to help patients get the test and care that are needed.

If you are due for cancer screening or need help with your asthma or diabetes, please contact your primary care manager (PCM) or schedule an appointment by calling 830-2752.

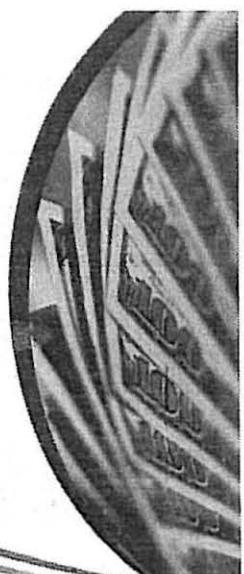
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overseas pharmacies, and file for reimbursement.

If you need help with any of the options mentioned, contact TRICARE.

*Continued on page 7*

## Funding for Care...

*Continued from page 3*

improvements in the quality of care requires policy change; new payment policies result.

At Naval Hospital Twentynine Palms, a Performance Based Budget (PBB) training tool was developed to ensure:

- \* 100 percent of the hospital staff is trained in the PBB methodology
- \* Hospital staff will understand how the PBB methodology plays a role in the business plan

- \* Hospital staff will understand that performance effects the appropriations process

The PBB Payment Policy provides incentives to provide high quality, efficient medical care and the

PBB methodology links the hospital's budget to the quality of care they provide. For the internal and external customers this means that the more quality care the hospital's clinics provide and the more they strive to become efficient at what they do the more funds that the hospital will receive. The outcome of the PBB implementation is that the hospital can afford to purchase new equipment, invest in new technology, staff more individuals, and continue to provide first class health care.

As outlined in this article, the purpose of this information is to provide an understanding of how day-to-day activities generate funds for the hospital, to provide examples of how our performance affects the budget, and the appropriations of funds.

It is through this understanding that the hospital should be able to reach its goals as they move to adopt this new financial model:

- \* Create greater cost awareness

- \* Directly link the hospital budget to performance and quality of care

- \* Improve on past performance to better meet and surpass HEDIS measurements in each Performance Metric category (IMR and Workload).

Here's to your health...

# The Winter-Time Blues

By Martha Hunt, MA Health Promotion Coordinator  
Robert E. Bush Naval Hospital

The days are getting shorter and shorter. It's still dark when you get out of bed in the morning and dark again soon after you get home from work.

You just want to scream and you don't know why! If you feel this way, you may have what is known as Seasonal Affective Disorder or SAD. The chemicals in your brain are affected

by the amount of light you receive every day. When winter hits, you receive less light, the chemistry in your brain changes and you may become depressed.

The symptoms of SAD include:

- \* sleep problems such as oversleeping, feeling that no matter how much sleep you get it is still not enough and craving naps,
- \* overeating of carbohydrates like breads, pasta and sweets and cravings for cigarettes, alcohol or caffeine,
- \* depression signs such as

feelings of despair, guilt, poor concentration, and frustration,

- \* an increase in family problems such as feelings that you want to be alone, grumpiness with your family and friends, loss of intimate feelings for your spouse or partner,
- \* lethargy which means that you feel too tired to cope with daily chores or needs, you feel as if everything is an effort,
- \* physical symptoms such as joint pain, stomach problems and an increase in infections, colds and flu, and
- \* behavioral problems such as outbursts of anger.

## The Holidays are Here...

*Continued from page 2*

Before buying someone a gift, stop to think "does Joe really want this or is it something I am buying for myself?" This way, Joe will be sure to get something he likes and he'll know you took his likes and dislikes into account. Remember, most women do not see a new power tool as being a gift from the heart.

Consider giving home made gifts. These show that you were thinking of the person and that you took the time to be creative just for them!

If wheels are involved in any holiday gifts such as bikes or skateboards, remember to also give the needed safety equipment such as kneepads and helmets.

Get at least 30 minutes a day of exercise. This will help you to not over eat or to at least help work off the extra piece of pie.

If you are going north for the holidays, make sure you get enough sun light every day to keep away the winter blues or Seasonal Affective Disorder (SAD).

So that your holidays remain safe for everyone, never drink and drive. Also, make sure that 1 of your smoke and carbon monoxide detectors are working and never leave candles or trees with lights unattended. Make sure all holiday foods are properly prepared and stored so that one gets sick from unwanted bugs such as food poisoning.

Don't let those one line 'zingers' get to you. (Have you put on weight? You didn't have this much gray hair last year? When do we get a new grandchild? When is your next promotion?). Rise above the criticism, sarcasm, jealousy, advice and lectures. All that matters in the end is if you are happy in your life.

Sometimes we seem to stress ourselves out as well as let others do us in. Here are some suggestions for not pushing our own buttons. Change how you think about the situation or person. Change your perception of the event or person that is stressing you out and take responsibility for your reaction to that person or event.

Keep a stress journal of what or who stresses you out and

what you can do to change the situation. Look at the stressing situation as 'A + B = C' where A is the activating event (the in laws are coming!), B is your belief (they will pick on me!), and C is the consequences (stress!).

How can you change your thinking about this event and be less stressed out? A, the activating event, is still the same; the in laws are coming for the holidays. You have to change B, your belief that 'they will pick on me,' to 'they will only be here a few days' 'I can't change them to live up to my expectations' and 'it's not the end of the world.' Then, C, which are the consequences, will be that you are less stressed and better able to enjoy the holidays for what they are, time to spend with family and friends and cherish the moment!

The symptoms of SAD last from September to April, but are worst in the darkest months of the year, peaking in December. It is thought that 2 to 10 percent of all Americans suffer from SAD and the farther north you live, the higher your risk to some or all of the SAD symptoms. Also, it appears that four times as many women as men are affected by SAD and that SAD seems to run in families, implying a genetic component.

The best way to combat SAD is to increase the amount of light that you get every day. This includes getting outside during the day to get any available sunlight, using alarm clocks that gradually awaken you by increasing the amount of light in your bedroom, and buying special boxes that contain fluorescent lights that simulate real sun light.

Getting outside every day is the first way to improve the

symptoms of SAD. Cloudy days still offer up to ten times the amount of light available from indoor lighting. Ways to help you get outside every day include going for walks during your lunch break, eating outside at lunchtime, and running errands. If you can't get outside during the day, try to work near a window if possible.

Light boxes specially designed for SAD also offer a large amount of light and you can use them while eating, reading, or working. Tanning beds are not a substitute for light boxes and can increase your risk of skin cancer as well as damage your eyes.

Dawn simulators are simply alarm clocks with special lighting that gradually wake you up in the morning by increasing the amount of light in your bedroom. These simulators mimic the light pattern that wakes you in the summer months so that

*Continued on page 8*

## Ombudsman Corner...

*Continued from page 6*

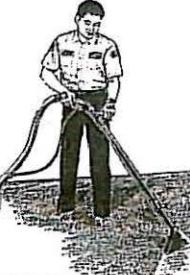
A very easy source of information is located at the TRICARE office at the hospital. Simply go in the door marked TRICARE and down the hallway just a couple of feet. You'll notice on the right wall there is a wall file of brochures. Look at what is available and take what you need. The information I provided to you is from the TRICARE -- Traveling with TRICARE Prime brochure. This one gives you contact information for Active Duty, Dependents, Retirees medical and dental for CONUS and OCONUS travel.

### TRICARE

- www.tricare.mil -- the official TRICARE website
- www.trwest.com -- TRICARE West Region website -- 1-888-TRI-WEST (1-888-874-9378)
- www.tricare.mil/pharmacy - TRICARE Mail Order and Retail Pharmacy
- 1-866-DoD-TMOP (1-866-363-8667) Mail Order number
- 1-877-363-1433 Member Choice Center (to convert retail prescriptions to mail-order)
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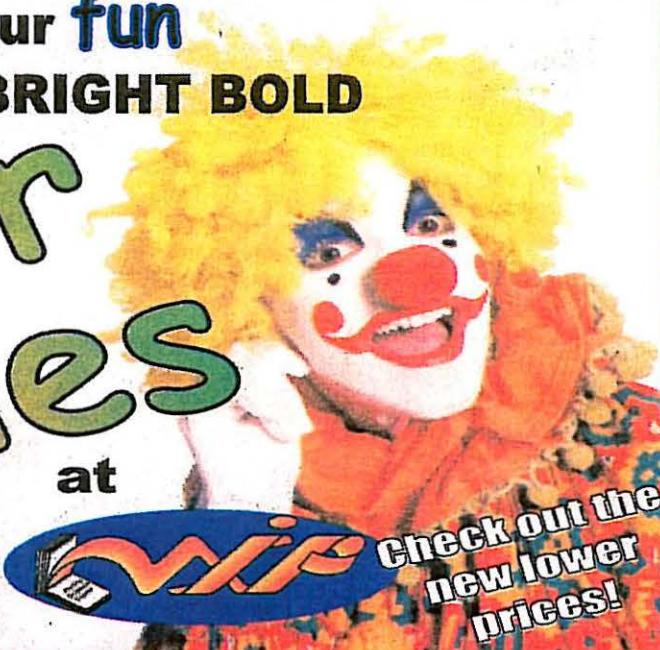


HM2 Sarah Bremmer, above, formerly of the Emergency Medicine Department and HMC Mark Mulick, right, of Staff Education and Training take the oath during their recent reenlistment ceremonies.



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## Winter-Time Blues...

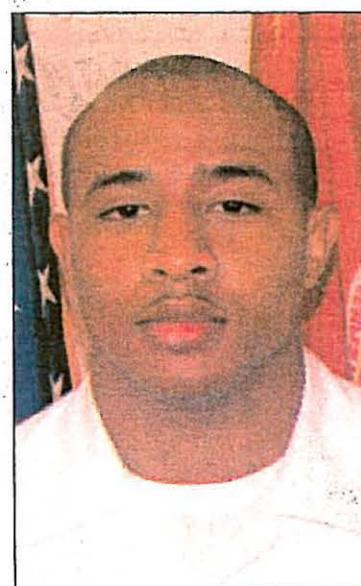
*Continued from page 7*

you wake up feeling more rested and alert.

Another way to combat SAD is the use of anti-depressant drugs. However, since SAD is more prevalent in women than men, women who may become pregnant should be aware of the risks of anti-depressants and their developing fetus. Finally, if you find that nothing you do helps you to beat the winter-time blues, ask your doctor for help. He or she can refer you to counselors who can coordinate light therapy with stress management and anti-depressants if need be and who can help you work through the blues. You don't have to suffer with the winter-time blues anymore. There is help in the form of light therapy, anti-depressant drugs and counseling that can help you cope with those dark cold winter days.

## People of the Quarter...

*Continued from page 5*



Hospitalman Elston Stewart, Staff Corpsman in the Immunizations Department, has been selected as the Blue Jacket of the Quarter.

His citation reads in part, "You were instrumental in the safe delivery of 5,000 pediatric and adult immunizations for our beneficiaries. You successfully procured \$565,000 dollars worth of immunizations and consumables for the FY08 and FY09 influenza vaccination program. As an active member of the Command Colorguard your military bearing and attention to detail epitomized the Navy Core Values."